



# SR SPORTS THERAPY

## Appointment Booking Procedure

Book - Online/By Phone/By Email

Complete our online forms

Video Consultation to discuss  
your complaint

If the issue can be managed remotely, we will continue to deal with the issue with video consultations and remote guidance

If necessary, and following discussing the risks, it may be felt necessary to conduct a face-to-face consultation

COVID-19 Screening Form to be completed remotely

Face-to-face appointment conducted, with contact kept minimal

If able to further manage the complaint remotely, we will conduct follow-up appointments as video consultations

Any future face-to-face appointments will require you to complete a new COVID-19 screening form & risks further discussed



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## F2F Appointment Procedure

If you feel unwell, had symptoms or been in contact with someone with COVID symptoms in last 14 days, please stay at home.

Temperature check on entering the main entrance - if over 37.8 degrees, reschedule your appointment & follow government guidelines.

Arrive at the Active Arena car park & call 07512 464488 to advise of your arrival. Await instruction to enter the clinic side entrance.

Please wash your hands or use the hand gel provided on entry and exit to the clinical room - try to avoid contacting surfaces unnecessarily.

Please attend the clinic alone where possible. If under 18 or you need assistance, one other adult will be allowed entry.

Toilet facilities onsite, however these are used at your own risk as they are not property of SR Sports Therapy & cannot guarantee your safety.

Ensure suitable clothing is worn - excess items such as jumpers, house keys etc should be left in your vehicle.

Treatment time and time in close contact will be kept to a minimum to minimise the risk associated with close contact.

On entering the main entrance, please wear a face mask. If you do not have one available, we will provide you a disposable mask for £1.

Please take any items or rubbish home. Strictly no food in the clinic room. Ensure you have your belongings on leaving.

Steven will be wearing full PPE as advised by government & our governing body which will be disposed of and changed between clients.

Please keep your face mask on until leaving the premises (you will be allowed to remove the mask while face-down on the treatment bed).